

FRANKLIN COUNTY
DEPT of JOB and FAMILY SERVICES
80 E. Fulton Street
Columbus, Ohio 43215

J O B A N N O U N C E M E N T
I N T E R N A L P O S T I N G O N L Y

POSITION TITLE: Telecommunications Coordinator
(Non-Bargaining)

PCN: 100803

DEPARTMENT: Information Technology Services

P. R.: N13

RESPONSIBILITIES: Under the direction of the Deputy Director of Information Technology, responsible for day to day support of the telecommunication infrastructure including: PBX system, voice mail, call management servers, call recording, and CTI applications. This role will support multiple PBX and Centrex systems in multiple locations. Handle call center applications and IVR routing. Perform telecommunications administration duties such as setting up new phones, features, groups, call routing, etc.

Arrange meetings to schedule work regarding outstanding telephone issues/upgrades for improving service and options for corporate telecommunication needs. Provide training of the telecommunications features and functionality. Daily monitors the PBX and related equipment for proper functionality and up-time. Develop procedures and documentation in regards to the overall telecommunications setup/infrastructure including use, support, security, backups, etc. Review, analyze and evaluate the telecommunications system for future growth and expansion. Supervise all telecommunications related projects and delegate tasks necessary to complete the project.

Answer technical questions. Perform telecommunications troubleshooting to isolate common connectivity problems. Refer all major hardware problems to service personnel for correction in a timely manner. Respond to electronic mail request on problems and schedules repair. Diagnose system hardware, software and operator problems. Perform appropriate actions to correct problems based on knowledge of system operation. Correct software problems in the telephone systems. Create voicemail boxes and/or automated attendants boxes for County employees. Handle invoices, vendor management and assist with budget.

Maintain inventory of all hardware and software as it relates to the telecommunications equipment, servers, computers, etc. Maintain complete inventory of cabling records for the County's buildings and telephone number locations. Determine project plans for installing, upgrading, or modifying such things as telephone system functionality, telephone services, etc. Supervise vendor contract installations and repairs of telephone equipment and repairs. Supervise contracted vendor for the agency's telephone system.

Maintain and monitors system backups of all telecommunications equipment as part of the disaster recovery policy. Design test case scenarios for installations, upgrades or modifications. Attend meetings in support of agency's requests for telecommunications budget and inventory of communication equipment. Prepare proposals for equipment purchases. Identify any software licensing needs. Provide weekly updates, status and completion information to supervisor. Maintain records of work performance in case of management questioning. Complete moves, additions and changes.

MINIMUM QUALIFICATIONS: High School diploma or GED with some vocational coursework with five years of telecommunication or related experience; or any equivalent combination of training and experience.

STARTING SALARY: \$20.24 per hour/180 day probationary period.

DATE POSTED: Friday, December 10, 2010

DEADLINE TO APPLY: Thursday, December 16, 2010 at 5:00pm.

If interested, please go to www.franklincountyohio.gov/Commissioners/hr and apply on-line.

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